

## Highlights of Problem Gambling Client Satisfaction Survey

The following quotes were obtained from actual problem gambling clients who returned anonymously completed "Client Satisfaction" surveys after completion of their treatment programs in Fiscal Year 2004. Of the surveys returned, 93% of clients indicated that they were pleased with the results of their treatment programs and would recommend their counselors to others with gambling-related problems.

*"This was a life changing experience. If everyone could go through it, the world would be a better place."*

*"Treatment for myself (non-gambler) was incredibly instrumental not only with my recovery, but also my wife's success in her recovery, the health of our marriage and the future of our kid's mental health."*

*"I feel that this program has saved my life, and I would recommend it to others who have a gambling addiction."*

*"This was one of the most enlightening experiences of my life. My family has changed so much for the better once I completed my program. My counselors are so knowledgeable and can help you get down to the core of the problem and deal with the issues. I am forever indebted to both of them. They saved my life and family."*

*"I think the program is excellent. It has helped me in ways I didn't think possible. My counselor was wonderful and, in parting, I felt I was losing a good friend, but knew it was part of moving on."*

*"This has been the most effective program I have ever been in."*

*"I would highly recommend my counselors to anyone, especially at the beginning of their treatment. Group therapy is extremely helpful and insightful."*

*"I attended Gamblers Anonymous (GA) for four months prior to counseling. I believe that the combination of both GA and counseling really aided in my recovery."*

*"It was a whole new level of therapy. I feel that I walked away with many new skills to cope with everything that comes my way."*

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*“The program addresses more than just addictions-also behavior modification. My counselor is very good at what she does. She made me feel good about myself and to see good in things. She is the reason I have come as far as I have in this program.”*

*“I found that education was a great help and that groups of various types provide support. But the most helpful was learning about strategies and techniques of coping with urges. I still have urges, but they get weaker as time goes by.”*

*“I thank God that this program was available because it saved my life and my family. The group sessions were very helpful and they did not just teach coping with gambling, but other life skills as well.”*

*“I am eternally grateful for having this life-changing program. Thank you for giving help to a formerly helpless person.”*

*“It was very helpful that my family was also allowed treatment.”*

*“This program has been a lifesaver. I tried to abstain from gambling by attending Gamblers Anonymous (GA) meetings alone, but I relapsed when personal problems became overwhelming. It wasn't until I participated in this counseling program that my recovery truly began. My counselor was very astute at reorganizing the issues and helping me figure out how to process things and let go. I recommend this program to everyone in GA that I speak to, especially new-comers.”*

(Prepared by the Arizona Office of Problem Gambling - August 2004)